



Omni Channel Contact Center Administrator and Supervisor Getting Started Guide



Contact center features may vary. Should you have any questions about additional features, please contact Telesystem.

Before you get started, you **must** know your company's **account ID** and your own **username** and **password**. Optionally, companies that choose to call in to record prompts instead of sending .wav files will also need to know the recording passcode and IVR file number.

If you do not know this information, contact your system administrator or Telesystem for details.

My Account Information:

Account ID _____

Admin Login Name _____

Admin Password _____

Recording Passcode _____

IVR file number _____

Recording Studio # 844-825-6275

Administrator and Supervisor Access

The administrator portal may be accessed to manage the call center agents, reports, greetings, and more. This portal may be accessed by all agents, supervisors, managers, and administrators, however the individual user's role will determine which features they have access to upon logging into this portal.

To log into the administrator portal:

- Point your browser to:
<https://<accountid>.mycontactcenter.net/portal/ClientSignin.aspx>
- Input the *username* and *password*
- Click *Sign In*

Please note that your **account ID** and credentials referenced above will be unique to you and your company. For example, if your account ID is "widgetco" then the URL you access would be <https://widgetco.mycontactcenter.net/portal/ClientSignin.aspx>



Please enter your TELESYSTEMDEMO credentials

Username:

Password:

[Forgot your password?](#)

Commonly Used Administrator Features

Real Time Monitoring

Click *Executive Dashboard* to monitor your call center performance with a more graphical view. Includes popular metrics like service level, call volume, average handling time, and more.

Click *Metric Dashboard* displays numeric metrics and alerts to allow you to see the health of your voice contact center at a glance.

Click *Monitoring* to view caller metrics for the day and see what is currently happening with each of your queues and agents.

Manage Agents

Navigate to *Configuration-Agents* section to add, remove, and manage agents including their passwords and login info.

Reports

Navigate to the *Reports* section to run reports immediately or schedule them for the future.

Listen to recordings

Click the *Recordings* section to access system recordings. Recordings are saved within the system for 30 days.

Self Help and Training

Click the *Training* section in the administrator portal to access a searchable knowledgebase.